Extraflame®

Riscaldamento a Pellet

PELLET STOVES USER MANUAL

GLENDA WIFI

ENGLISH/INGLESE

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We thank you for having chosen our company; our product is a great heating solution developed from the most advanced technology with top quality machining and modern design, aimed at making you enjoy the fantastic sensation that the heat of a flame gives, in complete safety.

WARNINGS

This instructions manual is an integral part of the product: make sure that it always accompanies the appliance, even if transferred to another owner or user, or if transferred to another place. If it is damaged or lost, request another copy from the area technician. This product is intended for the use for which it has been expressly designed. The manufacturer is exempt from any liability, contractual and extracontractual, for injury/damage caused to persons/animals and objects, due to installation, adjustment and maintenance errors and improper use.
Installation must be performed by qualified staff, which assumes complete responsibility for the definitive installation and consequent good functioning of the product installed. One must also bear in mind all laws and national, regional, provincial and town council Standards present in the country in which the appliance has been installed, as well as the instructions contained in this manual.
The Manufacturer cannot be held responsible for the failure to comply with such precautions.
After removing the packaging, ensure that the content is intact and complete. Otherwise, contact the dealer where the appliance was purchased.
All electric components that make up the product must be replaced with original spare parts exclusively by an authorised after-sales centre, thus guaranteeing correct functioning.

SAFETY

- THE GENERATOR MUST NOT BE USED BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY AND MENTAL CAPACITIES OR WHO ARE UNSKILLED PERSONS, UNLESS THEY ARE SUPERVISED AND TRAINED REGARDING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY.
- CHILDREN MUST BE CHECKED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.
- DO NOT TOUCH THE GENERATOR WHEN YOU ARE BAREFOOT OR WHEN PARTS OF THE BODY ARE WET OR DAMP.
- THE SAFETY AND ADJUSTMENT DEVICES MUST NOT BE MODIFIED WITHOUT THE AUTHORISATION OR INDICATIONS OF THE MANUFACTURER.
- DO NOT PULL, DISCONNECT, TWIST ELECTRIC CABLES LEAVING THE STOVE, EVEN IF DISCONNECTED FROM THE ELECTRIC POWER SUPPLY MAINS.
- IT IS ADVISED TO POSITION THE POWER SUPPLY CABLE SO THAT IT DOES NOT COME INTO CONTACT WITH HOT PARTS OF THE APPLIANCE.
- THE POWER SUPPLY PLUG MUST BE ACCESSIBLE AFTER INSTALLATION.
- DO NOT CLOSE OR REDUCE THE DIMENSIONS OF THE AIRING VENTS IN THE PLACE OF INSTALLATION. THE AIRING VENTS ARE ESSENTIAL FOR CORRECT COMBUSTION.
- DO NOT LEAVE THE PACKAGING ELEMENTS WITHIN REACH OF CHILDREN OR UNASSISTED DISABLED PERSONS.
- THE HEARTH DOOR MUST ALWAYS BE CLOSED DURING NORMAL FUNCTIONING OF THE PRODUCT.
- WHEN THE APPLIANCE IS FUNCTIONING AND HOT TO THE TOUCH, ESPECIALLY ALL EXTERNAL SURFACES, ATTENTION MUST BE PAID
- CHECK FOR THE PRESENCE OF ANY OBSTRUCTIONS BEFORE SWITCHING THE APPLIANCE ON FOLLOWING A PROLONGED PERIOD OF INACTIVITY.
- THE GENERATOR HAS BEEN DESIGNED TO FUNCTION IN ANY CLIMATIC CONDITION. IN PARTICULARLY ADVERSE CONDITIONS (STRONG WIND, FREEZING) SAFETY SYSTEMS MAY INTERVENE THAT SWITCH THE GENERATOR OFF. IF THIS OCCURS, CONTACT THE TECHNICAL AFTER-SALES SERVICE AND ALWAYS DISABLE THE SAFETY SYSTEMS.
- IN THE EVENT THE FLUE CATCHES FIRE, USE SUITABLE SYSTEMS FOR SUFFOCATING THE FLAMES OR REQUEST HELP FROM THE FIRE BRIGADE.
- THIS APPLIANCE MUST NOT BE USED TO BURN WASTE
- DO NOT USE ANY FLAMMABLE LIQUIDS FOR IGNITION
- DURING THE FILLING PHASE DO NOT PUT THE BAG OF PELLETS TO INTO CONTACT WITH THE PRODUCT
- THE MAJOLICAS ARE TOP QUALITY ARTISAN PRODUCTS AND AS SUCH CAN HAVE MICRO-DOTS, CRACKLES AND CHROMATIC IMPERFECTIONS. THESE FEATURES HIGHLIGHT THEIR VALUABLE NATURE. DUE TO THEIR DIFFERENT DILATION COEFFICIENT, THEY PRODUCE CRACKLING, WHICH DEMONSTRATE THEIR EFFECTIVE AUTHENTICITY. TO CLEAN THE MAJOLICAS, IT IS RECOMMENDED TO USE A SOFT, DRY CLOTH. IF A DETERGENT OR LIQUID IS USED, THE LATTER COULD PENETRATE INSIDE THE CRACKLES, HIGHLIGHTING THEM.

ROUTINE MAINTENANCE

Based on Decree 22 January 2008 n°37 art.2, routine maintenance means interventions aimed at reducing degradation due to normal use, as well as dealing with accidental events entailing the need of first interventions, which however do not modify the structure of the system upon which one is intervening or its intended use according to the requirements laid down by the technical standards in force and by the manufacturer's use and maintenance manual.

INSTALLATION

GENERAL

The flue gas exhaust and hydraulic connections must be carried out by qualified personnel who must issue installation conformity documentation compliant with national standards.
The installer must provide the owner or person acting for him, according to the legislation in force, with the declaration of conformity, supplied with:

1) the use and maintenance manual of the appliance and of the system components (such as for example, the smoke ducts, chimney, etc.);
2) photocopy or photograph of the chimney plaque;
3) system booklet (where applicable).

The installer must ask to be issued with a receipt stating that the documentation has been provided, and must keep it with a copy of the technical documentation relating to the installation.
For installation in a condominium, prior approval from the condominium's administrator must be requested.

COMPATIBILITY

Installation in premises with fire hazards is forbidden. Installation in residential premises (except for sealed operation appliances) is also forbidden:

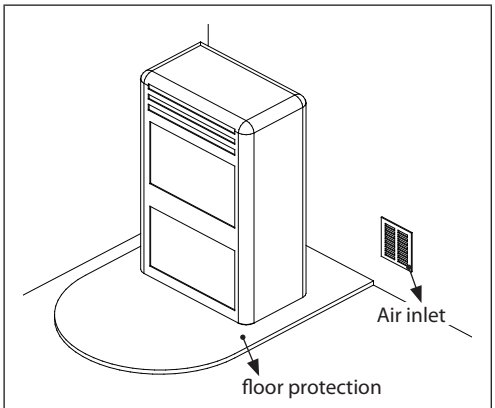
- in which there are liquid fuel-operated appliances with continuous or intermittent operation, which draw the combustion air in the room in which they are installed, or
- in which there are type B gas appliances intended for room heating, with or without production of domestic hot water and in adjacent and adjoining premises, or
- in which, in any case, the depression measured during installation between the internal and external environment is greater than 4 Pa*

INSTALLATIONS IN BATHROOMS, BEDROOMS AND STUDIO FLATS

Installation in bathrooms, bedrooms and studio flats is only allowed for sealed or closed hearth appliances with ducted combustion air taken from the outside.

POSITIONING AND SAFETY DISTANCES

The support surfaces and/or points must have a suitable capacity to bear the overall weight of the appliance, accessories and coverings. If the floor is made of a combustible material, we recommend using a non-combustible material to protect the front part from any burnt material which might fall during routine cleaning operations. The generator must be level to function properly. The adjacent, side and rear walls and the supporting surface must be made of non-combustible material.



One must also bear in mind all laws and national, regional, provincial and town council regulations in force in the country in which the appliance has been installed, as well as the instructions contained in this manual.

MINIMUM DISTANCES

The appliance may be installed near combustible or heat-sensitive materials **as long as they are placed at appropriate safety distances, specified on the label shown at the beginning of the manual (page 2)**. In the event of non-flammable materials there must be a distance of at least 50mm to the side and to the rear. For products fitted with rear spacers, they can be installed flush with the wall solely with the back against the wall.

INSTALLING INSERTS
When installing inserts, access must be prevented to the internal parts of the appliance and it must not be possible to access live parts during extraction operations.
Any wiring, for example the power cable or room probe, must be positioned so as not to be damaged during movement of the insert and must not come into contact with hot parts.

VENTILATION AND AERATION OF THE INSTALLATION PREMISES
Ventilation is deemed sufficient when the room is equipped with air inlets according to the table:

Appliance categories	Reference standard	Percentage of the net opening section with respect to the appliance fumes outlet section	Minimum net opening value of the ventilation duct
Pellet stoves	UNI EN 14785	-	80 cm^2
Boilers	UNI EN 303-5	50%	100 cm^2

*** 4pa - reference for Italy according to standard UNI10683. All national, regional, provincial and municipal laws and standards in force in the country where the appliance is installed must be complied with.**

In the presence of type B gas appliances with intermittent operation not intended for heating, they must have their own aeration and/or ventilation opening.
The air inlets must meet the following requirements:

- they must be protected with grids, metal mesh, etc., but without reducing the net useful section;
- they must be made so as to make the maintenance operations possible;
- positioned so that they cannot be obstructed;

The clean and non-contaminated air flow can also be obtained from a room adjacent to that of installation (indirect aeration and ventilation), as long as the flow takes place freely through permanent openings communicating with the outside.
The adjacent room cannot be used as a garage, or to store combustible material or for any other activity with a fire hazard, bathroom, bedroom or common room of the building.

COMBUSTION AIR CONNECTION
When connecting the combustion air, the pipe used should be flame retardant and must withstand at least 110°C.

FLUE GAS EXHAUST
The heat generator works in depression and is equipped with an outlet fan for flue gas extraction. There must be a single exhaust system for the generator. Using a flue that is shared with other devices is not allowed.
The components of the flue gas exhaust system must be chosen in relation to the type of appliance to be installed in compliance with:

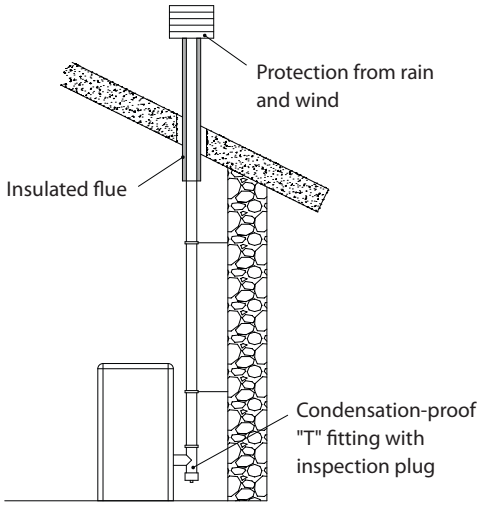
- UNI/ TS 11278 in the event of metal chimneys, with particular attention to that stated in the specification;
- UNI EN 13063-1 and UNI EN 13063-2, UNI EN 1457, UNI EN 1806 in the event of non-metallic chimneys.
- The length of the horizontal section must be minimal and, in any case, no longer than 3 metres, with a minimum upward slope of 3%
- There must not be more than 4 direction changes including the one due to the use of the "T" element.
- A "T" fitting with a condensation collection cap must be provided at the base of the vertical section.
- If the exhaust is not inserted in an existing flue, a vertical section with a windproof end piece is required (UNI 10683).
- The vertical duct can be inside or outside the building. If the smoke duct is inserted in an existing flue, it must be certified for solid fuel.
- If the smoke duct is outside the building, it must always be insulated.
- The smoke ducts must have at least one airtight inlet for flue gas sampling.
- All the sections of the flue gas duct must be accessible to inspection.
- Inspection openings must be provided for cleaning.

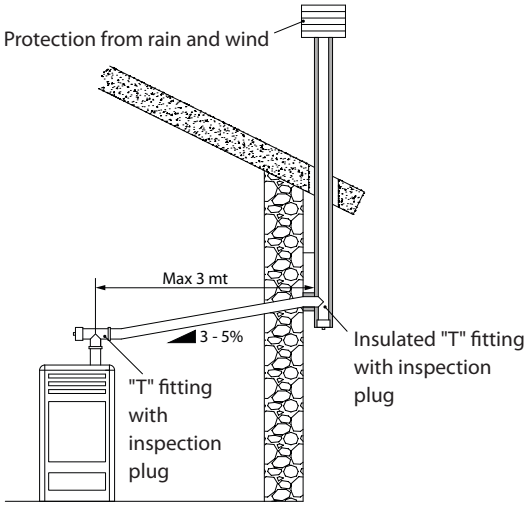
CHIMNEY CAP

The chimney caps must meet the following requirements:

- they must have a useful outlet section no less than double that of the chimney/ducted system on which it is installed;
- they must be adapted in order to prevent the penetration of rain and snow in the chimney/ducted system;
- they must be built so that, in the event of winds coming from all directions and from any angle, the expulsion of combustion products is in any case ensured;

EXAMPLES OF CORRECT CONNECTION TO THE CHIMNEY





One must also bear in mind all laws and national, regional, provincial and town council regulations in force in the country in which the appliance has been installed, as well as the instructions contained in this manual.

CONNECTION TO THE MAINS ELECTRIC SUPPLY
The generator is supplied with an electric power cable to be plugged into a 230V 50 Hz socket, possibly with a circuit breaker switch. The socket must be easily accessible.
The electrical system must be compliant with standards. The efficiency of the earthing circuit must be checked. Unsuitable earthing of the system can cause malfunctioning for which the manufacturer will not be held liable.
Power supply variations beyond 10% can cause faulty operation of the product.

HERMETIC INSTALLATION

The Glenda Wifi is a completely sealed product with respect to the installation environment, which makes it ideal for passive houses, as it does not take air from inside the homes.

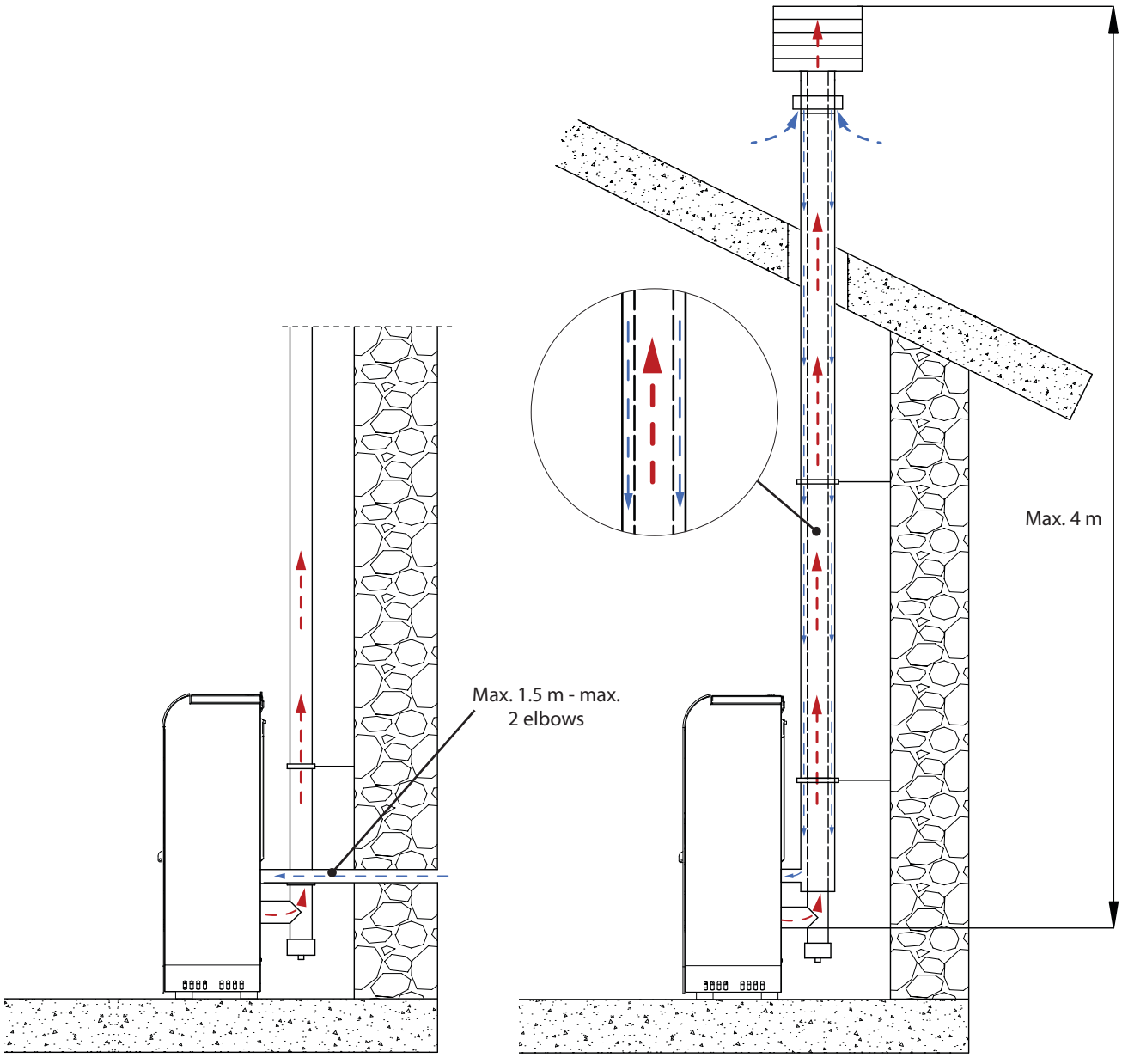
COMBUSTION AIR

To respect the air-tight seal of the stove, the combustion air connection pipe must be directly connected to the outside using specific sealed fittings and pipes.

FUMES EXHAUST SYSTEM

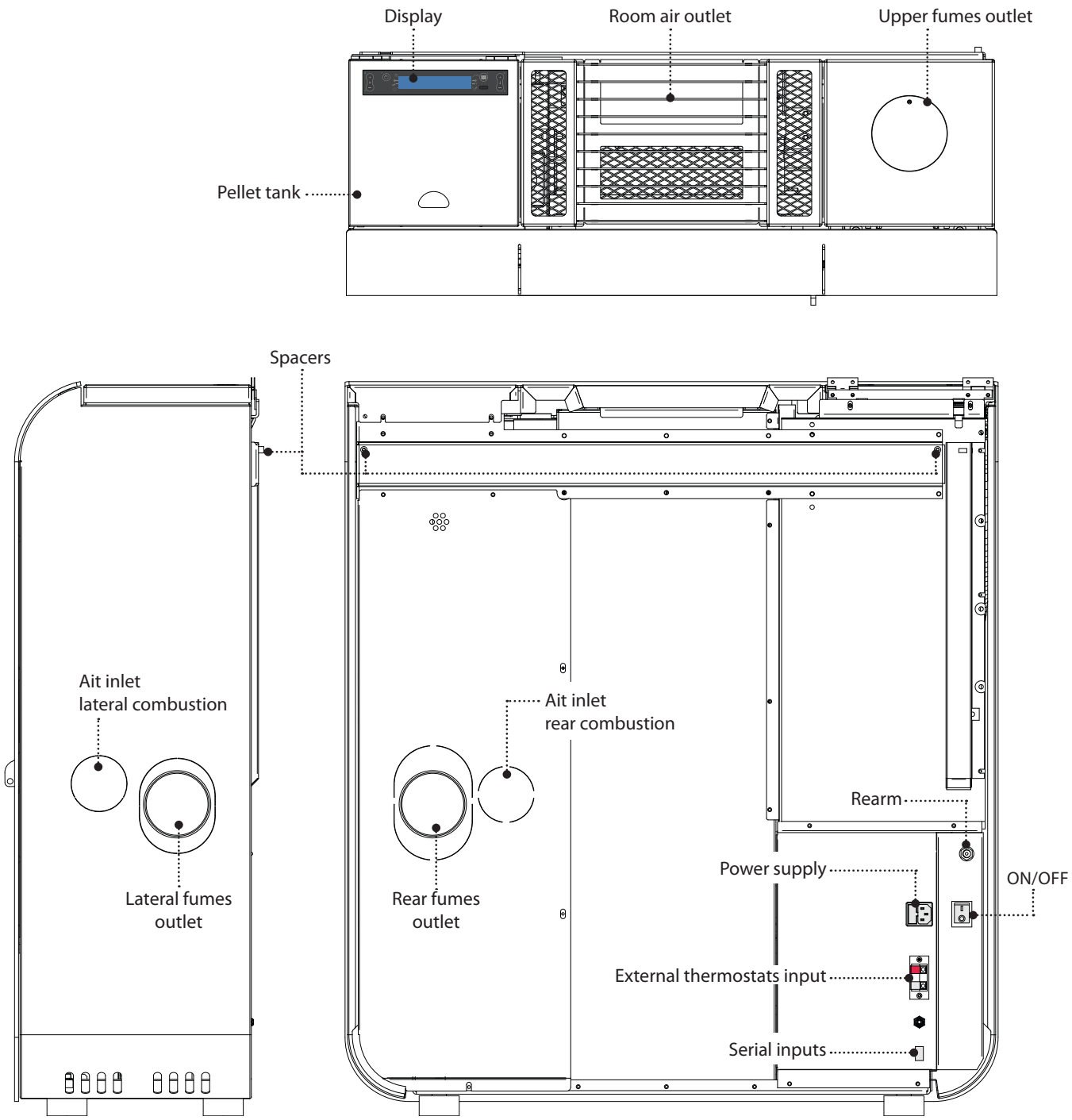
- If the generator has a fume temperature below 160°C+ (ambient temperature due to high efficiency, see technical data), the fumes exhaust system must be resistant to humidity.
- Should there be a possibility of the fumes condensating, provide an inspection "T" outside the stove.

GLENDA WIFI INSTALLATION EXAMPLE



One must also bear in mind all laws and national, regional, provincial and town council regulations in force in the country in which the appliance has been installed, as well as the instructions contained in this manual.

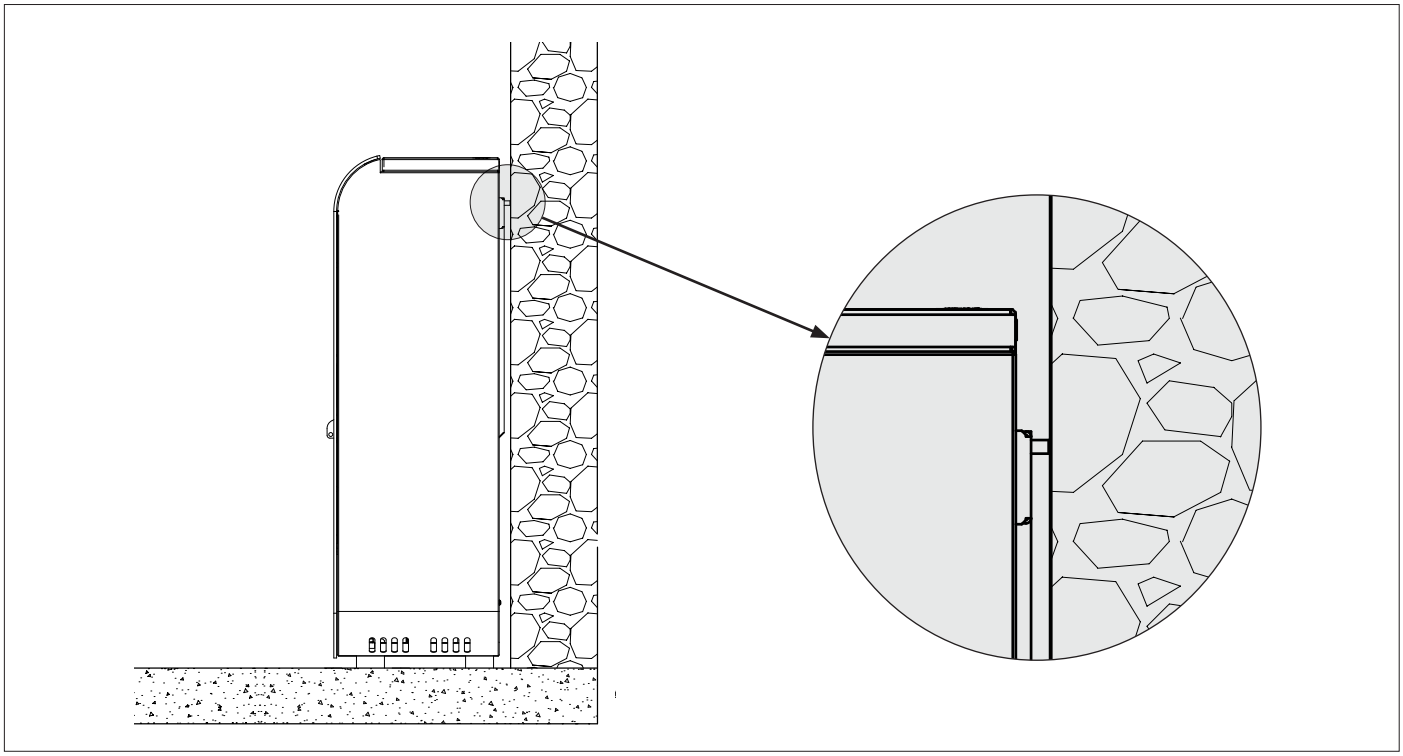
GLENDA WIFI DETAILS



PELLET TANK	Pressure closing Before starting the product, make sure it has been properly closed.
SPACERS	They delimit the minimum distance to be maintained from any rear support. The spacers must not be removed.
REARM	If it triggers, contact the qualified technician before rearming to verify the cause.
EXTERNAL THERMOSTATS INPUT	Input for external thermostats
SERIAL INPUTS	Input for WIFI module. See instruction detail attached to the product.

SPACERS

The stove features 2 spacers at the back which delimit the minimum distance to be maintained from any rear support.
The spacers must not be removed.



NOTES FOR PROPER OPERATION

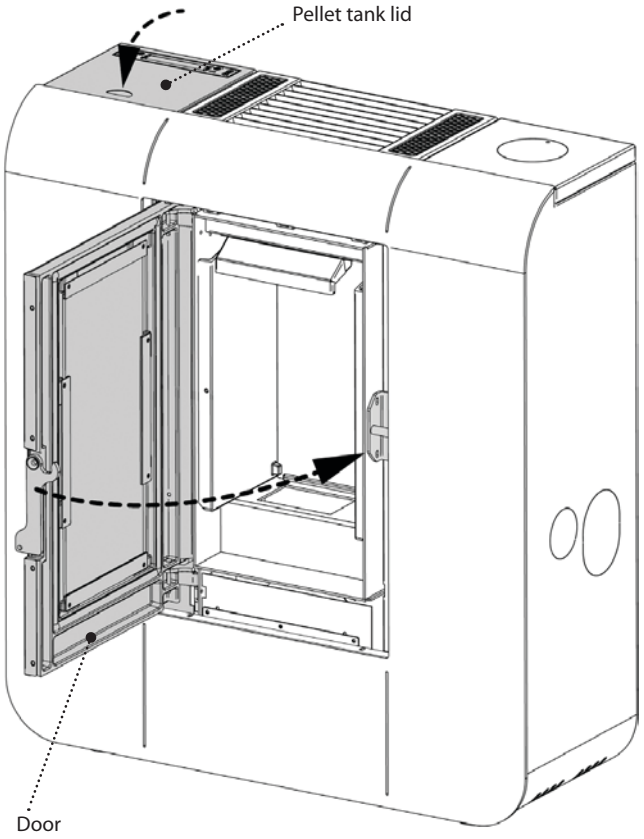
The following instructions must be observed for the proper operation of the stove:

Both the pellet tank door and lid must always remain closed during stove operation.
Failure to comply with one of the above observations during operation, will display the following:

"CLOSE TANK - DOOR"

This indicates that you have 30" to close the pellet door and lid.

Otherwise, during ignition, the stove will go in alarm "**ALL DEPR**" while during normal operation it will go in "**REIGNITION STAND-BY**" to then automatically restart when there are the conditions for it (stove cold, etc.).



PELLETS AND FEEDING

Pellets are made by applying high pressure to sawdust, or wood waste products (not containing paint) from sawmills, carpentry and other activities related to processing and working with wood. Given that it does not use any glue to hold it together this type of fuel is completely environmentally friendly. In fact the compactness of the pellets over time is guaranteed by a natural substance found in the wood itself: wood coal. In addition to being an environmentally friendly fuel in that it pushes wood residues to the limits pellets also have technical advantages. While wood has a calorific value of 4.4kWh/kg. (with 15% humidity after around 18 months of seasoning) the calorific value of pellets is 5 kWh/kg. Pellet density is 650kg/m3 and the water content is equal to 8% of its weight. For this reason they do not require seasoning in order to arrive at a sufficiently adequate degree of heat yield.

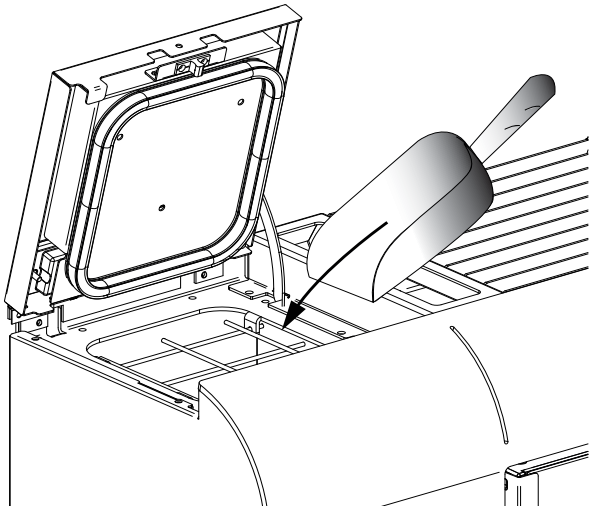
The pellets used must comply with the characteristics described by the following standards:

- **EN PLUS - UNI EN 14961 - 2 (UNI EN ISO 17225-2) class A1 - A2**

The manufacturer always recommended using pellets with a diameter of 6 mm with its products.

PELLET STORAGE

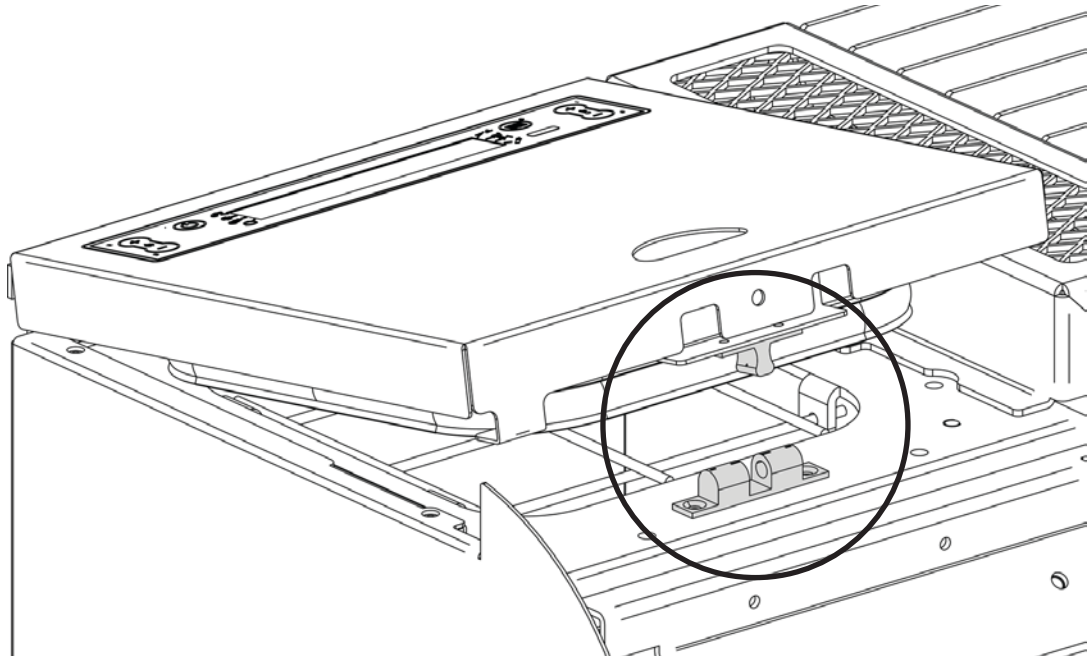
In order to ensure problem-free combustion pellets must be stored in a dry place.
Open the tank lid and load the pellets using a scoop.



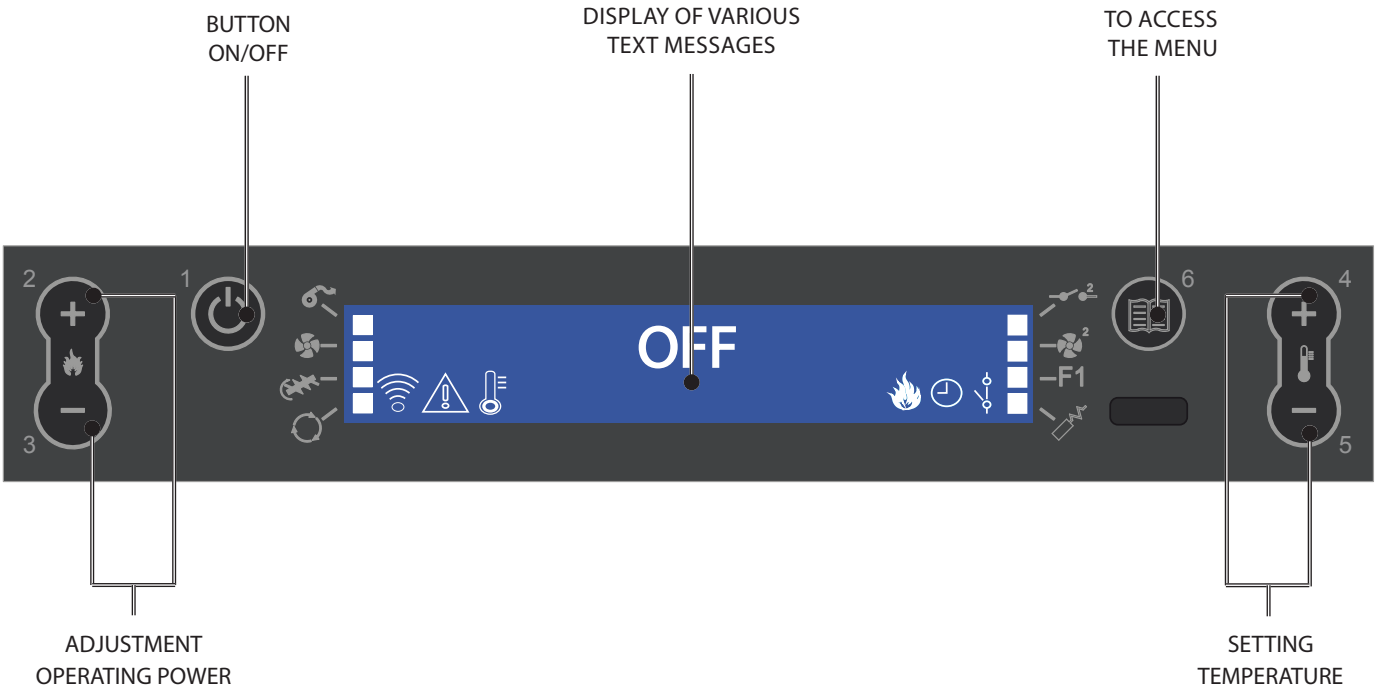
THE USE OF EXPIRED PELLETS OR ANY OTHER MATERIAL WILL AFFECT THE FUNCTIONALITY OF YOUR GENERATOR AND MAY LEAD TO THE TERMINATION OF THE WARRANTY AND CESSATION OF ANY ACCOMPANYING RESPONSIBILITY ON THE PART OF THE MANUFACTURER

PELLET TANK - PRESSURE CLOSING.

The pellet tank lid must always be closed during stove operation.



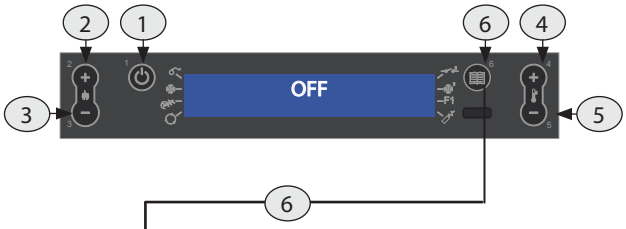
CONTROL PANEL



DISPLAY ICONS KEY

	Indicates the receipt of the radio signal On = during radio communication Off = no radio communication Fixed on = serial input disabled		Not used
	It indicates fumes motor operation. Off = fumes motor disabled On = fumes motor active Flashing = breakdown		Not used
	It indicates tangential fan operation (where applicable) Off = not working On = working Flashing = motor at minimum	F1	Indicates the activation of the F1 function (future set-up)
	It indicates pellet feed motor operation Off = pellet feed motor disabled On = pellet feed motor active		It indicates weekly programming functioning Indicator on = weekly programming active Indicator off = weekly programming disabled
	Indicates the compensation function Off = the function is disabled On = the function is active		Indicates the stove modulation On = the stove is working at the set power Flashing = the power at which the stove is working is different to the power set, the stove is modulating (for various reasons)
	Indicates the contact of the external additional thermostat Contact closed: the contact of the external additional thermostat is closed and the STBY function is disabled Contact open: the contact of the external additional thermostat is open and the STBY function is disabled Flashing with closed contact: the contact of the external additional thermostat is closed and the STBY function is active Flashing with open contact: the contact of the external additional thermostat is open and the STBY function is active		Indicates the presence of an alarm. On: indicates the presence of an alarm Off: indicates the absence of alarms
			Indicates the room temperature status Off = the T° read by the probe is above the set temperature On = the T° read by the probe is below the set temperature
			Tank probe Off = probe ok On = broken probe (short circuit or open) Flashing = modulation due to tank

GENERAL MENU



1 Go back - exit

2 3 Parameter scrolling: next (2) ; previous (3)

4 5 Modify settings data: increase (4); decrease (5)

6 Confirm - access Menu

- USER MENU
  - PELLET %
  - V1 AIR
  - RESET
- SET CHRONO
  - ENABLE CHRONO
  - ENABLE PRG1
  - ENABLE PRG2
  - ENABLE PRG3
  - ENABLE PRG4
  - START PRG1
  - STOP PRG1
  - MONDAY PRG1...
  - ...SUNDAY PRG1
  - SET PRG1

SAME STEPS FOR THE OTHER ONES
3 TIME SLOTS

- SETTINGS
  - SET CLOCK
  - LANGUAGE
  - DISPLAY
  - STAND-BY
  - DELTA T OFF
  - DELTA T ON
- MENU TECHNICIAN

(RESERVED TO THE TECHNICIAN)

BASIC INSTRUCTIONS

The following recommendations must be followed the first times the stove is ignited:

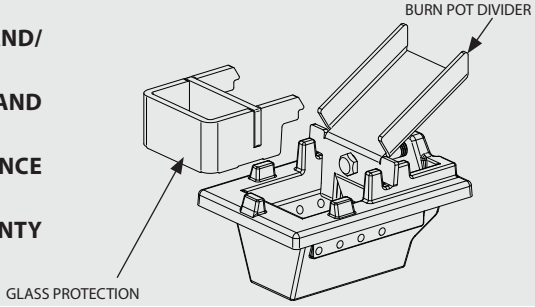
- Faint smells may be produced due to the drying of the paints and silicones used. Do not remain in the environment for long periods.
- Do not touch the surfaces as they could still be unstable.
- Air the room well several times.
- The hardening of the surfaces is terminated after several heating processes.
- This appliance must not be used to burn waste.

Before lighting the stove, the following points must be verified:

- The hydraulic system must be completed in compliance with the guidelines of the regulations and the manual.
- The tank must be full of pellets
- The combustion chamber must be clean
- The burn pot must be completely free and clean
- Check the hermetic closure of the fire door and the ash drawer
- Check that the power supply cable is connected correctly

The bipolar switch in the rear right part must be positioned on 1.

IT IS FORBIDDEN TO USE THE APPLIANCE WITHOUT THE DIVIDER AND/ OR GLASS PROTECTION (SEE THE FIGURE TO THE SIDE).
ITS REMOVAL JEOPARDISES THE SAFETY OF THE PRODUCT AND IMMEDIATELY VOIDS THE WARRANTY PERIOD.
IN THE EVENT OF WEAR OR DETERIORATION CONTACT THE ASSISTANCE SERVICE TO REPLACE THE PART
(THE REPLACEMENT IS NOT COVERED BY THE PRODUCT WARRANTY AS IT IS A PART SUBJECT TO WEAR).



THE REMOTE CONTROL

All that can normally be implemented through the LCD can be adjusted using the remote control.
The table below provides a detailed description of the various functions:

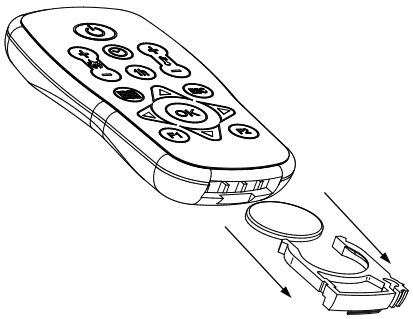
1	**ON / OFF**	Pressing the key for three seconds, the stove will switch on or off
2	**POWER INCREASE**	Pressing the key will increase the operating power
3	**POWER DECREASE**	Pressing the key will decrease the operating power
4	**T° INCREASE**	The temperature setting can be increased by pressing this key
5	**T° DECREASE**	The set temperature can be decreased by pressing this key
6	**ENABLE / DISABLE CHRONO**	Pressing the key once will enable or disable the chrono
7	**DELAYED SWITCH-OFF ENABLING**	The delayed switch-off can be set by pressing this key. For example, if the stove is set to switch-off in an hour, it shall switch-off automatically once the set time elapses, displaying the countdown every minute for delayed automatic shutdown.
8	**MENU**	This key allows the user to access the user and technical menu (the technical menu is reserved for assistance)
9	**INCREASE**	The temperature setting can be increased by pressing this key
10	**ESC KEY**	The key allows the user to exit any program or display and returns to the main menu without saving the data
11	**BACK**	The key returns to the display of the various menus
12	**CONFIRMATION KEY**	This key confirms the adjustments made during the user menu programming phase
13	**FORWARD**	The key allows the user to go forward in the various menus
14	**ENABLE FUNCTION F1**	Pre-set key for future applications
15	**DECREASE**	The key decreases the value to be set
16	**STOVE STATUS**	Pressing this key will display the general status of the stove

Important note: the numbers shown on the remote control are purely indicative and are not present on the remote control supplied with the product.

TYPE AND REPLACEMENT OF BATTERIES

The batteries are housed in the lower part of the remote control.
To replace them, remove the battery holder (as indicated in the figure at the back of the remote control), remove or insert the battery following symbols on the remote control and on the battery.

For operation, 1 CR2025, 3V lithium buffer battery is required.



If the remote control is off because it has no batteries, the stove can be controlled from the control panel on top of it.
While replacing the battery, pay attention to the polarity by observing the symbol on the inside compartment of the remote control.

The batteries used contain metals harmful for the environment. They must therefore be disposed of separately in appropriate containers.

COMMISSIONING SETTINGS

Once the power cable at the back of the stove has been connected, move the switch, also located on the back, to (I).
The switch at the back of the stove powers the stove board.
The stove remains off and a first screen appears on the panel reading OFF.

MAINS FREQUENCY 50/ 60HZ

In the event the stove is installed in a country with 60Hz frequency, the stove will display "frequenza rete errata" ("mains frequency incorrect"). Vary the frequency as described below.

CONTROLS PROCEDURE

- Press key 6.
- Select the frequency required using key 4 or 5.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

ADJUSTING TIME, DAY, MONTH AND YEAR

Set clock allows the user to adjust the time and date

CONTROLS PROCEDURE

- Press key 6 and **SET CLOCK WILL APPEAR.**
- Confirm using key 6.
- Use keys 4 and 5 to select the day**.**
- Proceed by pressing key 2.
- With the same procedure, use keys 4 or 5 to set and key 2 to move forward, to adjust the hours, minutes, day, month and year
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

SET CLOCK	
DAY	MON, TUE, WED, ...SUN
HOURS	0...23
MINUTES	00...59
DATE	1...31
MONTH	1...12
YEAR	00...99

ADJUSTING LANGUAGE

It is possible to select the preferred language to display the various messages.

CONTROLS PROCEDURE

- Press key 6 and **SET CLOCK WILL APPEAR.**
- Press key 2 until **SET LANGUAGE** appears.
- Confirm using key 6.
- Select the language using key 4 or 5.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

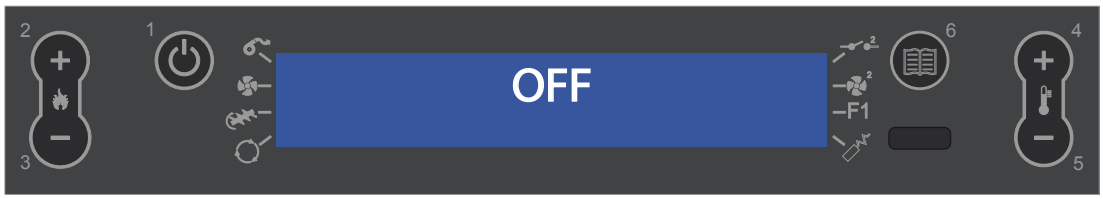
SET LANGUAGE	
LANGUAGE	ITALIAN
	ENGLISH
	GERMAN
	FRENCH
	SPANISH

NO IGNITION

FIRST IGNITION COULD EVEN FAIL AS THE AUGER IS EMPTY AND IS NOT ALWAYS ABLE TO LOAD THE BURN POT WITH THE REQUIRED AMOUNT OF PELLETS ON TIME TO REGULARLY START THE FLAME.
IF THE PROBLEM OCCURS AFTER ONLY A FEW MONTHS WORKING, CHECK THAT ROUTINE CLEANING STATED IN THE STOVE BOOKLET, HAS BEEN CARRIED OUT CORRECTLY.

DO NOT USE ANY INFLAMMABLE LIQUIDS FOR IGNITION!
DO NOT ALLOW THE BAG OF PELLETS TO COME INTO CONTACT WITH THE BOILING HOT STOVE DURING THE FILLING PHASE!
IN THE EVENT OF CONTINUOUS NO IGNITION, CONTACT AN AUTHORISED TECHNICIAN.

OPERATION AND LOGIC



IGNITION
Once the points listed previously have been checked, press key 1 for three seconds to ignite the stove. 15 minutes are given for the ignition stage, after ignition and once the control temperature has been reached, the stove interrupts the ignition phase and switches to the START-UP mode.

STARTING
During the start-up stage, the stove stabilises combustion, increasing it gradually, to then start ventilation and switch to the WORK mode.

WORK
During the work stage, the stove reaches the set power and works to reach the set room temperature. See following item.

THERMOSTAT SETTING adjustment
The room temperature setting can be set using keys 4 and 5, from **LOW**-07 to 40°C - **HOT**

LOW - HOT
If the temperature setting is on "**LOW**" (set below the 7°C threshold), the stove will always function at a minimum.
If the setting is on "**HOT**" (set above the 40°C threshold), the stove will not modulate, always functioning and only at the set power.

SET POWER ADJUSTMENT
The power setting features 5 operating levels, via key 5, (access) 1 and 2 (adjustment).
Power 1 = minimum level - Power 5 = maximum level.

WORK WITH ROOM PROBE (STANDARD)
The appliance controls the room temperature via a probe fitted on the appliance.
Having reached the set temperature, it will automatically go to the minimum or switch off, activating the **STAND BY**, function, reducing pellet consumption to a minimum.

In the factory, the **STBY** function is always set to **OFF** (indicator on).
For its activation and logic, follow the indications on the next page, chapter: **STAND BY.**

BURN POT CLEANING
During the work stage, the stove has an internal counter which cleans the burn pot after a set amount of time.
This stage will be shown on the display, it will bring the stove to a lower power level and will increase the fumes motor for a programmed amount of time.
When the cleaning stage is finished, the stove will continue its work, going back to the selected power level.

SWITCH-OFF
Press key 1 for three seconds.
When the operation has been performed, the appliance automatically enters the switch-off phase, blocking the supply of pellets.
The fumes motor and the hot air ventilation motor will remain on until the temperature of the stove has dropped below the factory parameters.

RE-IGNITION
The stove can only be re-ignited if the flue gas temperature has lowered and the preset timer has been reset to zero.

USER MENU

LOW

The following menu allows the user to adjust the percentage of pellet feed.
If the stove has functioning problems owing to the quantity of pellets, adjust pellet feeding directly from the control board.
The problems correlated to the amount of fuel can be divided into 2 categories:

NO FUEL:

- the stove can never develop a suitable flame, tending to remain very low even at high power.
- at minimum power the stove tends to almost switch-off taking the stove into "no pellets" alarm condition.
- when the stove displays the "no pellets" alarm, there may be non-burned pellets inside the burn pot.

EXCESS FUEL:

- the stove develops a very high flame even at low power.
- the panoramic glass is very dirty, obscuring it almost totally.
- the burn pot tends to become encrusted, blocking the holes for air intake due to the excessive pellet feed, as it is only burned partially.

The adjustment to be performed is in percentages. Therefore changing this parameter will lead to a proportional variation of all stove feeding speeds. Feeding is from -30% to +20%.

CONTROLS PROCEDURE

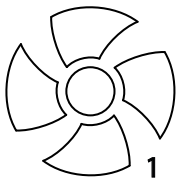
- Press key 6.
- Proceed by pressing key 2 until **USER MENU** is displayed.
- Confirm using key 6.
- Press key 2 until "pellet" is displayed.
- Use keys 4-5 to increase (4) or decrease (5) the load during the **WORK** stage.
- Press key 1 several times to confirm and exit the menu.

V1- AIR

The menu allows the user to adjust the speed of the front fan in percentage (for envisioned models).

CONTROLS PROCEDURE

- Press key 6.
- Proceed by pressing key 2 until **USER MENU** is displayed.
- Confirm using key 6.
- Press key 2 until "V1 AIR" appears.
- Use keys 4-5 to increase (4) or decrease (5).
- Press key 1 several times to confirm and exit the menu.



RESET

Allows the user to reset all values modifiable by the user to the default values.

CONTROLS PROCEDURE

- Press key 6.
- Proceed by pressing key 2 until**USER MENU** is displayed.
- Confirm using key 6.
- Press key 2 until reset is displayed.
- Press keys 4-5 to select ON and press key 6.
- "**DONE**" will appear on the display to confirm

SET CHRONO

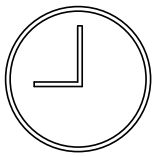
This stage is used to program when the generator automatically turns on and off.
The factory setting for **SET CRONO** is disabled on the generator.
The chrono allows the user to program 4 time spans within a day to use every day of the week.
The switch-on and switch-off time can be set in every time slot, along with the days of use of the programmed time slot and the desired temperature.
The setting of the current day and time is essential to ensure the chrono operates correctly.

RECOMMENDATIONS

Before using the chrono function, set the current day and time. Therefore check that the points listed in the "*Set clock*" sub-chapter have been followed, so that the chrono function works. Aside from programming it, activate it as well.
The ignition and switch-off times must be within the arc of one day, from 0 to 24 and not over several days:

Example:

CORRECT	INCORRECT
Switch-on time 07:00 Switch-off time 18:00	Switch-on time 22:00 Switch-off time 05:00



CONTROLS PROCEDURE
- Press key 6.
- Proceed by pressing key 2 until set chrono is displayed.
- Confirm using key 6.
- Use keys 4-5 to enable/disable - set/edit the time.
- Press key 2 to go forwards 3 to go back.
- Press key 1 several times to confirm and exit the menu.

SET CHRONO →

DISPLAY	TEMPERATURE	MEANING
ENABLE CHRONO	On/off	Enable/disable the whole set chrono
ENABLE PRG1	On/off	Enable/disable PRG1
ENABLE PRG2	On/off	Enable/disable PRG2
ENABLE PRG3	On/off	Enable/disable PRG3
ENABLE PRG4	On/off	Enable/disable PRG4
START PRG1	OFF-00:00-23:50	PRG1 ignition time
STOP PRG1	OFF-00:00-23:50	PRG1 switch-off time
MONDAY...SUNDAY	On/off	Enable/disable the days of PRG1
SET PRG1	LOW - 07- 40 °C	PRG1 temperature
START PRG2	OFF-00:00-23:50	PRG2 ignition time
STOP PRG2	OFF-00:00-23:50	PRG2 switch-off time
MONDAY...SUNDAY	On/off	Enable/disable the days of PRG2
SET PRG2	LOW - 07- 40 °C	PRG2 temperature
START PRG3	OFF-00:00-23:50	PRG3 ignition time
STOP PRG3	OFF-00:00-23:50	PR3 switch-off time
MONDAY...SUNDAY	On/off	Enable/disable the days of PRG3
SET PRG3	LOW - 07- 40 °C	PRG3 temperature
START PRG4	OFF-00:00-23:50	PRG4 ignition time
STOP PRG4	OFF-00:00-23:50	PRG4 switch-off time
MONDAY...SUNDAY	On/off	Enable/disable the days of PRG4
SET PRG4	LOW - 07- 40 °C	PRG4 temperature

WHEN THE WEEKLY PROGRAMMER IS ACTIVE, A BOX OF THE RELATIVE ICON WILL APPEAR ON THE CONTROL BOARD.

SETTINGS

SET CLOCK
ADJUSTING LANGUAGE

- see chapter: commissioning settings

DISPLAY

The "DISPLAY" menu contains two sub-menus:
- KEY LOCK
- BRIGHTNESS.

KEY LOCK

The menu allows the user to lock the display keys (like with mobile phones).

CONTROLS PROCEDURE

- Press key 6.
- Proceed by pressing key 2 until settings is displayed.
- Confirm using key 6.
- Press key 2 until DISPLAY is shown.
- Confirm using key 6.
- Key lock will appear - confirm with key 6.
- Use keys 4-5 to enable ON/ disable OFF.
- Press key 1 several times to confirm and exit the menu.

USING THE KEY LOCK AFTER ACTIVATION:

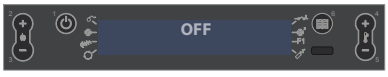
TO LOCK THE KEYBOARD, PRESS KEYS 1 AND 5 AT THE SAME TIME UNTIL THE FOLLOWING APPEARS: "KEYS LOCKED"
TO UNLOCK THE KEYBOARD, PRESS KEYS 1 AND 5 AT THE SAME TIME UNTIL THE FOLLOWING APPEARS: "KEYS UNLOCKED"

BRIGHTNESS

This menu allows the user to adjust the brightness of the display. The possible settings range from OFF - 10 to 31.
Activating OFF, the back light of the display will go off after a preset delay.
The back light will go on as soon as a key is pressed or if an alarm should be triggered in the machine.

CONTROLS PROCEDURE

- Press key 6.
- Proceed by pressing key 2 until settings is displayed.
- Confirm using key 6.
- Press key 2 until display is shown and use key 6 to confirm.
- Press key 2 until brightness appears and confirm with key 6.
- Use keys 4-5 to set the brightness.
- Press key 1 several times to confirm and exit the menu.



STAND BY

STAND - BY WITH DIGITAL THERMOSTAT (STANDARD)

STBY FUNCTION SET AT ON

If the STBY function is active (ON), when the stove reaches the room temperature and exceeds the set value plus DELTA T OFF, it will switch off after a default delay time, displaying STAND-BY.
When the room temperature is below the setting less DELTA T OFF, it will start to work again at the set power displaying work.

STBY FUNCTION SET AT OFF (DEFAULT SETTING)

If the Stby function is not active (OFF), if the stove reaches the set room temperature, it will go to minimum, modulating and displaying modulate. When the room temperature is below the setting, it will start to work again at the set power and displaying work.

DELTA T OFF

The function allows for the setting of DELTA T OFF.

CONTROLS PROCEDURE

- Press key 6 and set power will appear.
- Press key 2 several times until settings is displayed.
- Press key 6.
- Press key 2 until DELTA T OFF is shown and use key 6 to confirm.
- Use keys 4-5 to set the DELTA T OFF (OFF - 0.5 - 5.5°C)
- Press key 1 several times to confirm and exit the menu.

DELTA T ON

The function allows for the setting of DELTA T ON.

CONTROLS PROCEDURE

- Press key 6 and set power will appear
- Press key 2 several times until settings is displayed.
- Press key 6.
- Press key 2 until DELTA T ON is shown and use key 6 to confirm.
- Use keys 4-5 to set the DELTA T ON (OFF - 0.5 - 5.5°C)
- Press key 1 several times to confirm and exit the menu.

STAND-BY WITH ADDITIONAL THERMOSTAT

The **STBY** function is used if immediate stove switch-off is required when the set temperature has been reached.
By default, the STBY function is always set to OFF (indicator o—o- on).

STBY FUNCTION SET TO OFF (FACTORY SETTING)
Should the STBY function not be active (OFF), if the stove reaches the room temperature set on the additional thermostat (contact open), it will go to minimum, modulating and displaying **MODULATE**. When the room temperature is below the setting on the additional thermostat (contact closed), it will start to work again at the set power displaying **WORK**.

STBY FUNCTION SET TO ON
When the STBY function is activated (ON), the stove, upon reaching the set room temperature and exceeding it by 2°C, will switch off after a pre-set default delay, displaying **STAND-BY**.
When the room temperature is below the setting on the additional thermostat, it will start to work again at the set power displaying **WORK**

CONTROLS PROCEDURE

- Press key 6 and **SET CLOCK** will appear**.**
- Press key 2 several times to reach **SET USER.**
- Confirm using key 6.
- Press key 2 several times to reach **STAND-BY.**
- Using key 4 or 5, select ON.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

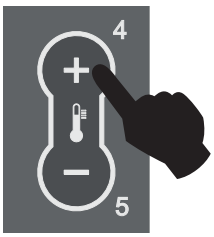
The **STAND-BY** function is active.

COMFORT FUNCTION

This reduces the ventilation speed, favouring the silence of the stove.

CONTROLS PROCEDURE

- To activate, press key 4 until the display shows **COMFORT ON**.
- To deactivate, press key 4 until the display shows **COMFORT OFF**:



WHEN THE COMFORT MODE IS ACTIVE, THE FAN 1 LED WILL FLASH ON THE CONTROL PANEL.

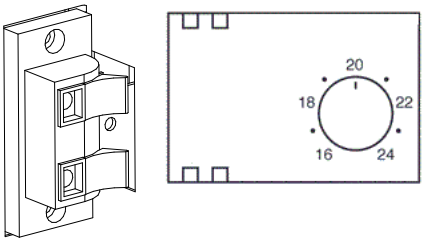
WHEN THE COMFORT FUNCTION HAS BEEN ACTIVATED USING KEY 4, THE STOVE WILL ALWAYS USE REDUCED VENTILATION!

ADDITIONAL THERMOSTAT (OPTIONAL)

The appliance can control the room temperature using an additional external thermostat (optional).
After ignition (pressing key 1 or via chrono mode), the stove will work to reach the setting set on the thermostat, displaying **WORK** (**contact closed**). The standard room probe is automatically ignored.
When the temperature has been reached by the thermostat (**open contact**), the stove will go to minimum, displaying **MODULATE.**

TO INSTALL AND ENABLE IT:

- A mechanical or digital thermostat is required.
- Remove the plug from the socket.
- Referring to the figure to the side, connect the two thermostat wires (dry contact - not 220 V!) on the relative terminals at the back of the machine, one is red and the other one is black.
- Power the stove.
- Press key 5, setting the temperature on **LOU**.



The stove is now configured correctly.
It will work controlling the additional external thermostat.

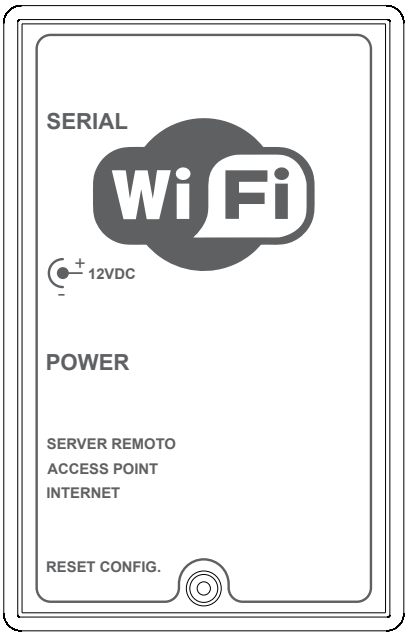
INSTALLATION MUST BE PERFORMED BY QUALIFIED STAFF AND/OR THE MANUFACTURER'S TECHNICAL AFTER-SALES ASSISTANCE

THERE ARE TWO STOVE OPERATING MODES, WHICH ARE DIFFERENT ACCORDING TO THE STAND-BY. SEE "STAND-BY" CHAPTER.

WIFI REMOTE CONTROL MODULE - TOTAL CONTROL APPLICATION

The stove is standard supplied with the *WiFi remote control module*.
With an internet connection, it allows for remote monitoring and control of the stove via Smartphone.

For further information, consult the manual contained in the WiFi remote control module box.

WIFI REMOTE CONTROL MODULE	TOTAL CONTROL APPLICATION
	

CLEANING AND MAINTENANCE

ALWAYS FOLLOW THE INSTRUCTIONS IN MAXIMUM SAFETY CONDITIONS!

- Make sure the power cable's plug has been pulled out, as the generator might have been programmed to turn on.
- Make sure all the parts of the generator are cold.
- The ashes are completely cold.
- Ensure enough ventilation in the room when cleaning the product.
- Poor cleaning affects correct operation and safety!

MAINTENANCE

To ensure correct operation, the generator must undergo routine maintenance carried out by a qualified technician, at least once a year. Periodic inspection and maintenance operations must always be carried out by specialised technicians, who are authorised and work in accordance with current regulations and the instructions reported in this user and maintenance manual.

EVERY YEAR, HAVE THE FLUE EXHAUST SYSTEM, SMOKE DUCTS AND T-SHAPED FITTINGS SUPPLIED AND INSPECTION PLUGS CLEANED - IF THERE ARE ANY BENDS AND ANY HORIZONTAL SECTIONS!
THE CLEANING SCHEDULE FOR THE GENERATOR IS ONLY MEANT AS A GUIDE! IT DEPENDS ON THE QUALITY OF THE PELLETS USED AND HOW OFTEN THE EQUIPMENT IS USED.
THESE STEPS MAY NEED TO BE PERFORMED MORE OFTEN.

PERIODICAL CLEANING TO BE CARRIED OUT BY THE USER

As specified in this user and maintenance manual, periodic cleaning operations must be performed with the utmost care after reading the instructions, procedures and times reported in this user and maintenance manual.

CLEANING THE SURFACES AND COVERING
Never use abrasive or chemically aggressive detergents to clean!
Surfaces must be cleaned when the generator and covering are completely cold. To carry out maintenance on surfaces and metal parts, just use a cloth dampened with water or water and neutral soap.
Failure to comply with the directions can damage the generator's surfaces and void the warranty.

CLEANING THE CERAMIC GLASS
Never use abrasive or chemically aggressive detergents to clean!
The ceramic glass must be cleaned only when the glass is completely cold.
To clean the ceramic glass, use a dry brush and a newspaper that has been dampened and passed through some ash. If the glass is very dirty, only use a detergent specifically designed for ceramic glass. Spray a modest amount on a cloth and use it on the ceramic glass. Do not spray the detergent or any other liquid directly onto the glass or gaskets!
Failure to comply with the directions can damage the surfaces of the ceramic glass and void the warranty.

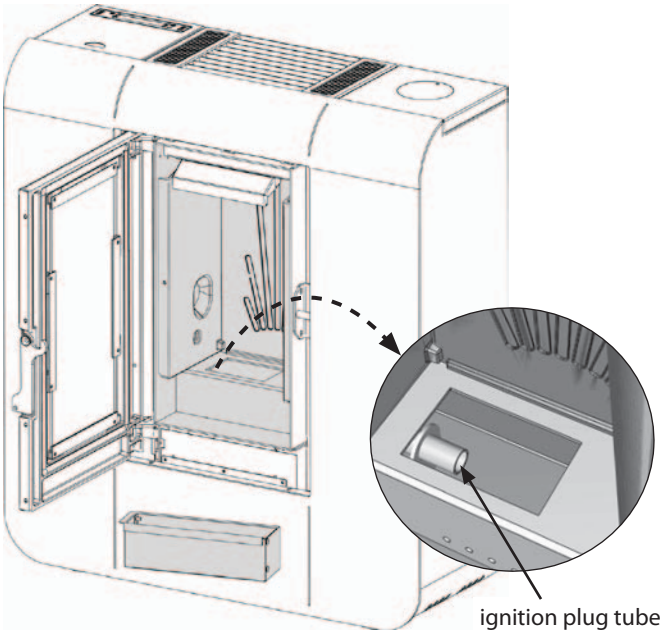
CLEANING THE PELLET TANK
When the tank is completely empty, unplug the generator's power supply cable and first remove residues (dust, shavings, etc.) from the empty tank before emptying it.

DAILY

BURN POT CLEANING

- Vacuum the residues in the burn pot
- Take out the burn pot from the designated compartment;
- Vacuum the ash from the burn pot seat, the combustion chamber and ignition plug tube .
- Use the special poker supplied to clear the holes in the burn pot.
- Place back the burn pot and push it towards the hearth wall.
- If the ash collector tray contains ash, vacuum the deposits.

PLEASE NOTE: USE A SUITABLE VACUUM CLEANER WITH A SPECIAL CONTAINER TO SEPARATE THE COLLECTED ASH.



Open the door - Clean the glass with a damp cloth.
Never spray the detergent or any other liquid used for cleaning directly on the ceramic glass.

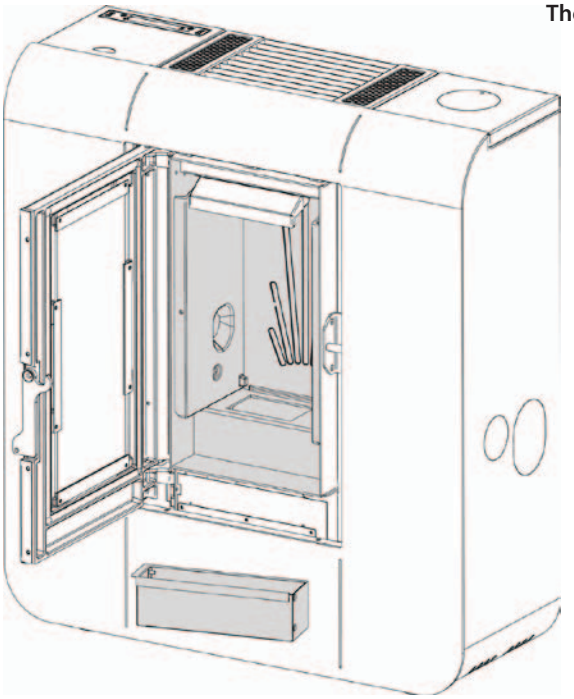
EVERY 3/4 DAYS - WEEKLY

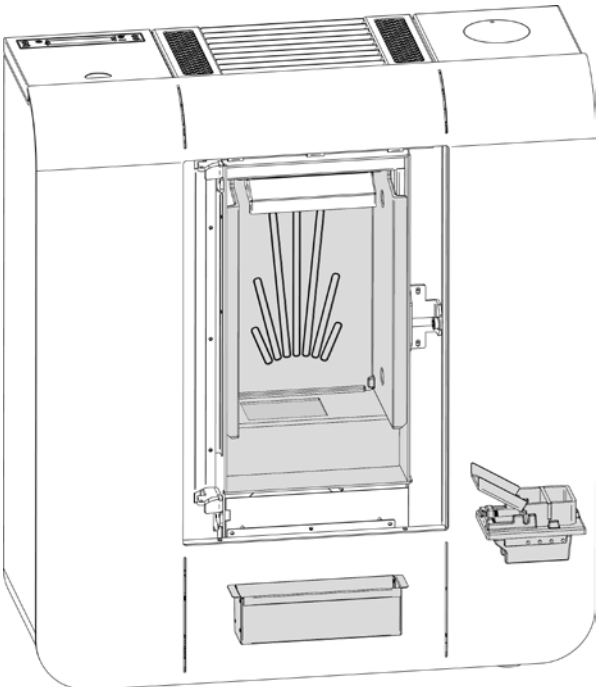
COMBUSTION CHAMBER AND ASH DRAWER
Every 3-4 days, check and remove the ash drawer and empty it into a designated container. The ash drawer content must be emptied at least once/twice a week.

Vacuum the combustion chamber in its entirety.

Vacuum the area underneath the removable ash drawer. Once you have cleaned it, re-position the removable drawer and close the door.

The images are for illustration purposes.





ROUTINE MAINTENANCE CARRIED OUT BY AUTHORISED TECHNICIANS

Routine maintenance must be performed at least once a year.
As the generator uses pellets as solid fuel, it needs an annual routine maintenance interval that needs to be performed by an **authorised Technician by only using original spare parts.**
Failure to do so can affect the appliance's safety and you may no longer be entitled to the warranty conditions.
By following the cleaning schedule reserved to the user and reported in the user and maintenance manual, one ensures correct combustion in the generator over time, thereby preventing any anomalies and/or malfunctions that may require more work to be performed by the technician. Requests for routine maintenance are not covered by the product's warranty.

DOOR, ASH DRAWER AND BURN POT GASKETS
The gaskets ensure the tightness of the stove and its consequent proper operation.
They must be checked periodically: in the event they are worn or damaged they must be replaced immediately.
These operations must be carried out by a qualified technician.

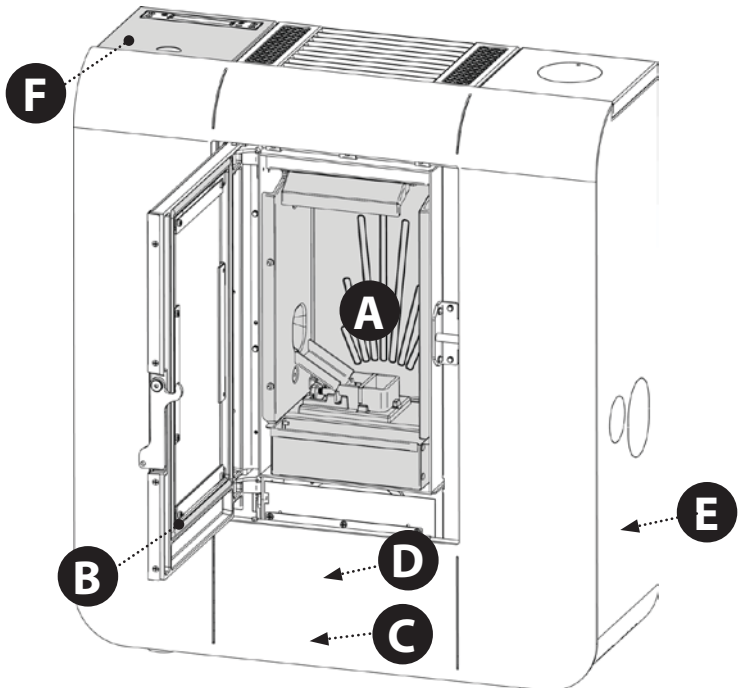
CONNECTION TO THE FLUE
Vacuum and clean the pipe that leads to the flue yearly or whenever necessary. If there are horizontal sections, any residue must be removed before it obstructs the flue.

PUTTING THE EQUIPMENT OUT OF SERVICE (END OF THE SEASON)

At the end of every season, before turning off the stove, we recommend completely emptying the pellet tank and using a vacuum cleaner to clear up any pellets and dust residue inside it.
You should also disconnect the generator from the mains and, to ensure greater safety especially if there are any children around, remove the power supply cable.
Routine maintenance must be performed at least once a year.

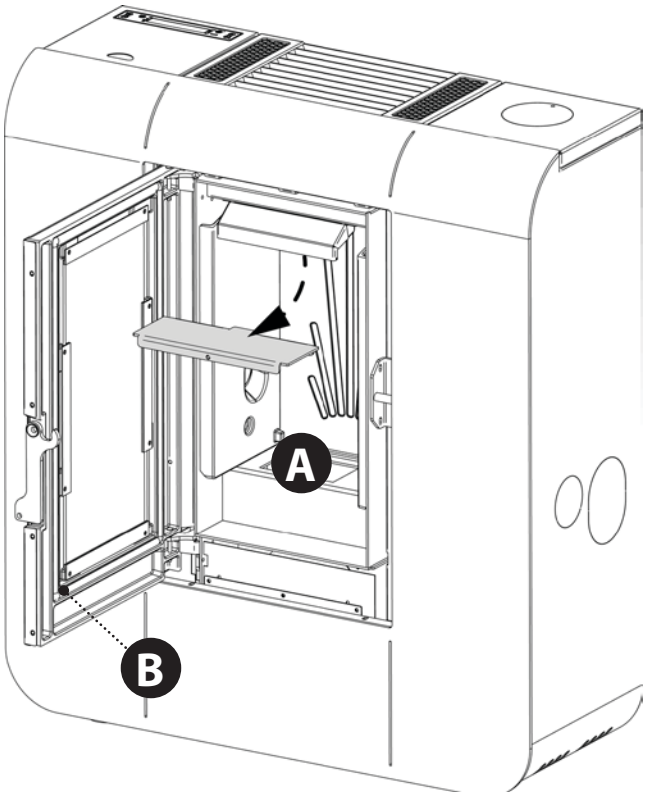
IF THE POWER SUPPLY CABLE IS DAMAGED, IT MUST BE REPLACED BY THE AFTER-SALES SERVICE OR BY A SIMILARLY QUALIFIED PERSON, SO AS TO AVOID ALL RISKS.

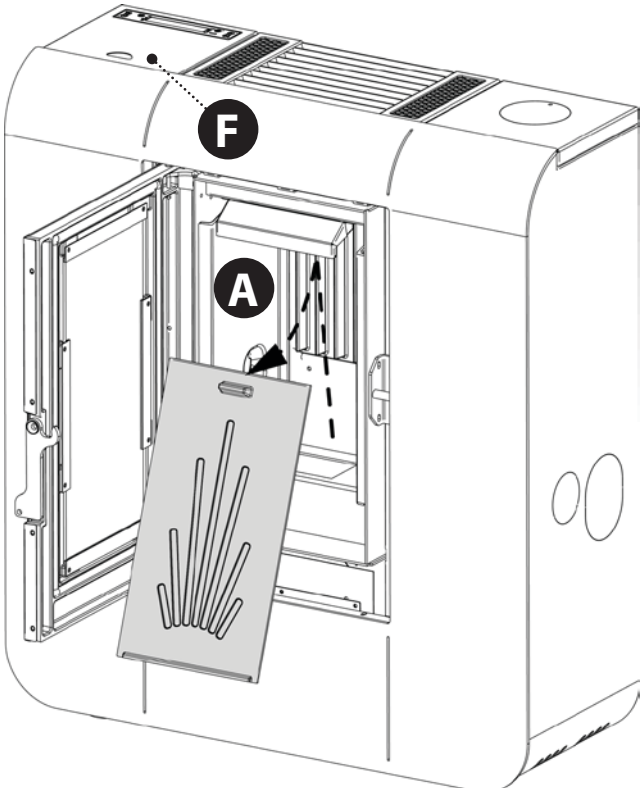
The images are for illustration purposes.

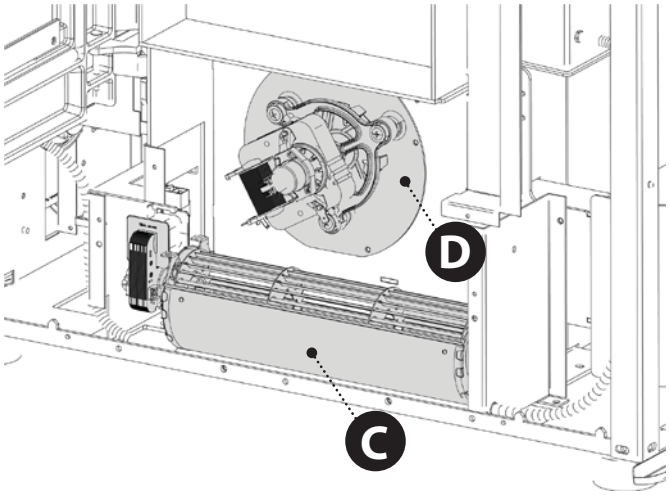


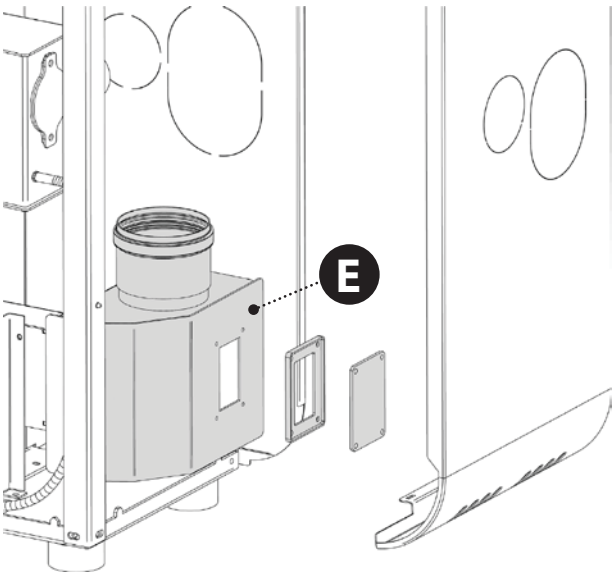
A	Combustion chamber (total cleaning of the entire chamber) and ignition plug tube cleaning
B	Inspection of gaskets, ash drawer and burn pot door (replace them and apply silicone where required)
C	Room air fan disassembly and removal of dust and any pellet debris
D	Fumes motor (disassembly and cleaning and fumes pipe), new silicone in required points
E	Fume box inspection opening, deposited waste complete intake.
F	Tank (complete emptying and cleaning).

The images are for illustration purposes.









A	Combustion chamber (total cleaning of the entire chamber) and ignition plug tube cleaning
B	Inspection of gaskets, ash drawer and burn pot door (replace them and apply silicone where required)
C	Room air fan disassembly and removal of dust and any pellet debris
D	Fumes motor (disassembly and cleaning and fumes pipe), new silicone in required points
E	Fumes box inspection opening, deposited waste complete intake.
F	Tank (complete emptying and cleaning).

DISPLAYS		
DISPLAY	**REASON**	**SOLUTION**
OFF	Stove off	-
START	The start phase is in progress	-
PELLET FEEDING	Pellet feeding during the ignition phase is in progress	
IGNITION	The ignition phase is in progress	-
START-UP	The start phase is in progress	-
WORK	The normal work phase is in progress	-
MODULATION	The stove is modulating	-
BURN POT CLEANING	The automatic burn pot cleaning is in progress.	The automatic burn pot cleaning (not in 1st power) is performed at pre-established intervals of continued working.
AUTO-CLEANING	The automatic burn pot cleaning is in progress caused by the temperature in the chamber.	
FINAL CLEANING	When the stove is switched-off, final cleaning is in progress. The final cleaning phase lasts about 10 minutes.	
STAND BY	Stove off due to temperature reached and in stand-by for re-ignition.	To deactivate the STAND-BY function see the specific chapter.
EXT STAND BY	Stove off due to an external thermostat, in stand-by for re-ignition	To deactivate the STAND-BY function see the specific chapter.
COOLING STAND-BY	A new ignition is attempted when the stove has just been switched-off	When the stove switches off, it is necessary to wait until complete fumes motor switch off and then clean the burn pot. The stove can only be re-ignited when these operations have been performed.
COOLING STDBY - BLACK OUT	The stove is cooling due to black out	On completion of the cooling phase, it will re-ignite automatically.
STAND-BY RE-IGNITION	The stove is in stand-by for re-ignition.	
LOW	Room thermostat set at minimum value.	In this mode the stove only works at 1st power independently from the power set. To exit this function just raise the room temperature using button 4 and then key 2.
HOT	Room thermostat set at maximum value.	The stove works at the set speed, without ever modulating. To exit this function just lower the set temperature using button 4 and then key 1.
CLOSE TANK - DOOR	Pellet tank open. Door open. Air vent clogged or dirty.	Check the correct closure of the door and pellet tank. Check air vent.

SERVICE	When this message appears, contact the authorised technician to carry out the routine cleaning of the device. If cleaning is not carried out, the message will be displayed at every ignition without, however, interrupting the normal functioning of the stove.

ALARMS		
DISPLAY	**EXPLANATION**	**SOLUTION**
	Indicates the presence of an alarm.	On: indicates the presence of an alarm Off: indicates the absence of alarms Flashing: indicates the deactivation of the depression sensor. The alarm can be reset by pressing button 1 for 3 seconds only if the fumes motor has stopped and if 15 minutes have elapsed from when the alarm was displayed.
ASPIRAT - FAULTY	Fault correlated to the flue gas exhaust motor.	The restoration operations must be carried out by an authorised technician.
FUMES PROBE	Fault correlated to the fumes probe.	The restoration operations must be carried out by an authorised technician.
CHAMBER PROBE	Failure related to the combustion chamber probe.	The restoration operations must be carried out by an authorised technician.
ALARM FUMES OVERHEATING	The flue gas temperature has exceeded 310°C	Check pellet flow (see "Pellet feed adjustment"). Check that the machine is clean, including the fumes passage. Do not rest cloths on the machine. Other restoration operations must be carried out by an authorised technician.
DEPR ALARM	The mechanical depression sensor has tripped	Check closure of the door and pellet tank. Check air vent. Contact after-sales centre.
NO IGNITION	The pellet feed-box is empty. Pellet feed calibration inadequate. Incorrect installation	Check for the presence of pellets in the feed-box. Adjust pellet flow (see "Pellet feed adjustment"). Check the procedures described in the "Ignition" chapter. Other restoration operations must be carried out by an authorised technician.
BLACK-OUT NO IGN.	No current during the ignition phase.	Take the stove to OFF conditions using key 1 and repeat the procedure described in the "Ignition" chapter. Other restoration operations must be carried out by an authorised technician.
NO PELLETS	In the work phase, the t° of the flue gases has dropped below default parameters	Check for the presence of pellets in the feed-box. Regulate the pellet flow. Other restoration operations must be carried out by an authorised technician.
COOLING STAND-BY	Attempt to release the alarm with stove still in cooling mode.	Every time the stove displays one of the alarms listed above it will switch-off automatically. The stove will block any release attempt during this phase, showing the alarm itself and ATTE alternately on the display. The alarm can be reset by pressing button 1 for 3 seconds only if the fumes motor has stopped and if 15 minutes have elapsed from when the alarm was displayed.
AUGER CONTROL ALARM	Anomalous functioning of pellet feeding	Contact after-sales assistance

GUARANTEE TERMS

1. Extraflame S.p.A. products are guaranteed, within the European community, for 24 months from the date of purchase.
Purchase has to be proved by means of a valid fiscal document issued by the seller (receipt, invoice or shipment document) identifying the purchased product and its purchase and/or delivery date.

WARNING: This conventional guarantee does not replace the guarantee regulated by the European legislation on consumer rights.

The conventional guarantee is only applicable to the Italian region and to those areas, within the European Community, where the Authorised Technical Assistance Centres are active (see the www.lanordica-extraflame.com website)
It is also limited to the state of residence of the consumer, which must coincide with the premises and/or registered office of the seller of the Extraflame S.p.A. product
These regulations do not apply if the product is purchased within commercial, entrepreneurial, or professional circumstances. In these cases the product guarantee will be limited to a period of 12 months from the date of purchase.

ITALIAN GUARANTEE
What must be done if there is a product malfunction:
Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. When requesting the intervention of the Assistance service at the Authorised Assistance Centre, always specify: - type of malfunction - model of the appliance - complete address - phone number

EUROPEAN GUARANTEE
What must be done if there is a product malfunction:
Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. Request the intervention of the Assistance service or the address of the Authorised Technical Assistance Centre to the seller; always specify: type of malfunction, model of the appliance, complete address and phone number

If the malfunction arises in the first 6 months of the product's life, the consumer has the right to have the product repaired with no expense. From the seventh to the twenty-fourth month, if a malfunction arises, the consumer will bear the cost of the call, while the seller will pay for the manpower and for any spare parts used.

2. If the malfunction is linked to external events and/or conditions such as, including but not limited to, insufficient capacity of the systems; wrong installation and/or maintenance by the personnel which hasn't got the skills prescribed by the laws of the country of residence of the consumer; negligence; inability to use the product and wrong maintenance by the consumer, with respect to what is reported and recommended by the instructions manual of the product, which is part of the sales contract, this guarantee will be void.
Damage to the product that cannot be related to manufacturing defects are also not included in this guarantee. Similarly are excluded defects related to incorrect operation of the flue, according to the legislation in force in the country at the moment of purchase. Other exclusions include all product defects due to carelessness, accidental breakdown, tampering and/or damage during transport (scratches, dents, etc.), interventions carried out by unauthorised personnel and further damage caused by incorrect interventions by the consumer trying to arrange the initial malfunction.
The following consumables are excluded by the guarantee: gaskets, ceramic or tempered glasses, cast iron grilles or coatings, refractory materials (e.g. Nordiker or others), painted, chrome-plated or golden parts, majolica ware, handles, the brazier and its related components. For Idro products the heat exchanger is not covered by the guarantee if a suitable condensation-proof circuit is not set up to ensure a return temperature of the device of at least 55°C. The guarantee excludes all the external components on which the consumer can directly operate during use and/or maintenance or that can be subject to wear and/or rust and stains on steel due to aggressive detergents.
If malfunctions are signalled which are not later confirmed during check by an authorised technician, the cost of the intervention will be borne entirely by the consumer.

3. If it is not possible to restore product conformity by repairing it, the product/component will be replaced, the guarantee expiration date and conditions will remain the same established when the product/component to be replaced has been purchased.

4. Extraflame S.p.A. cannot be held liable for injury or damage which may - either directly or indirectly - be caused to persons, animals and property ensuing from failure to observe all the instructions provided in the relevant instruction manual and the warnings regarding installation, use and maintenance of the product, that can also be downloaded on the website.

5. Interventions for adjusting and/or regulating the product for the type of fuel or other reasons are excluded by the guarantee.

6. If the product is repaired in one of the Authorised Technical Assistance Centres indicated by Extraflame S.p.A. and if the product is replaced, transport will be free of charge. If the technician can repair the product at the user's place of residence and they refuse, transport to the workshop and redelivery will be paid by the consumer.

7. After the 24 months of the guarantee have elapsed any repair intervention cost will be completely borne by the consumer.

8. In the case of disputes the only competent court is that of the Extraflame S.p.A. registered office - (Vicenza-Italy)

ADDITIONAL WARNINGS

- Only use the fuel recommended by the manufacturer. The product must not be used as an incinerator.
- Do not use the product as a ladder or supporting structure.
- Do not place laundry on the product to dry it. Any clothes-horse or similar objects must be kept at due distance from the product. Danger of fire or damage to the coating.
- The user is fully liable for any incorrect use of the product. The manufacturer bears no civil or criminal liability for incorrect use.
- Unauthorised tampering of any nature or replacement of spare parts of the product with non-original parts may endanger the operator and the manufacturer bears no civil or criminal liability for this.
- Large parts of the surface of the product can get very hot (door, handle, glass, smoke outlet pipes, etc.). Please therefore avoid coming into contact with these parts without wearing suitable protective clothing or using appropriate measures, such as heat protective gloves.
- DO NOT use the product with the door open or if the glass is broken.
- The product must be electrically connected to a system equipped with an operational earthing system.
- Turn off the product in the event of a failure or malfunctioning.
- Unburned pellets that build up in the burner following each failed start-up must be removed before attempting to start up the product again. Make sure that the burner is clean and correctly positioned before starting it up again.
- Do not wash the product with water. Water may penetrate into the unit and cause faults in the electrical insulation. This can cause electric shocks.
- Installations not complying with the regulations in force, as well as incorrect use and failure to comply with the maintenance scheduled by the manufacturer, will invalidate the guarantee.

Extraflame®

Riscaldamento a Pellet

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The Manufacturer reserves the right to vary the features and data shown in this booklet at any time and without prior notice, in order to improve its products.
This manual cannot be considered as a contract for third parties.